



ACT
Government

Chief Minister, Treasury and
Economic Development

Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2018-0016

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	N/A
6. Processing time (in working days)	13
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	NA
10. Additional information identified by ACAT	N/A

From: [REDACTED]
To: [CMTEDD FOI](#)
Subject: FOI request
Date: Thursday, 25 January 2018 12:18:23 PM

Dear Sir/madam,

Can I please have the "*Liquor licence Risk Assessment and Management Plan of The Dock, [7/81 Giles St Kingston](#)*" provided under FOI.

Sincerely,

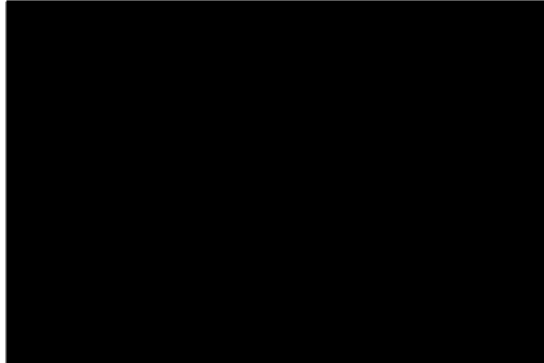
[REDACTED]



ACT
Government

Chief Minister, Treasury and
Economic Development

Our ref: CMTEDDFOI2018-0016



FREEDOM OF INFORMATION REQUEST

I refer to your application under section 30 of the *Freedom of Information Act 2016* (the Act), received by the Chief Minister, Treasury and Economic Development Directorate (CMTEDD) on 25 January 2018, in which you sought access to a copy of the Liquor licence Risk Assessment and Management Plan for The Dock, 7/81 Giles St Kingston.

Authority

I am an Information Officer appointed by the Director-General under section 18 of the Act to deal with access applications made under Part 5 of the Act.

Timeframe

CMTEDD was required to provide a decision on your access application by 23 February 2018.

Decision on access

A search of all business areas within CMTEDD which may hold documents relevant to your request was completed. The search resulted in 1 document being identified which met the requirements of your access request.

I have included as **Attachment A** to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant partial access to the document relevant to your request excluding information that would, on balance, be contrary to the public interest to disclose under the test set out in section 17 of the Act.

My access decision are detailed further in the following statement of reasons and the documents released to you are provided as **Attachment B** to this letter.

In accordance with section 54(2) of the Act a statement of reasons outlining my decision is below.

Statement of Reasons

In reaching my access decision, I have taken the following into account:

- the Act, particularly Schedule 2;
- the content of the document that falls within the scope of your request;

Exemption claimed

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lies. As part of this process I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when 'used in a statute, the term [public interest] derives its content from "the subject matter and the scope and purpose" of the enactment in which it appears'. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the 'public interest'.

Factors favouring disclosure (Schedule 2.1)

- Inform the community of the government's operations, including the policies, guidelines and codes of conduct followed by the government in its dealings with members of the community.
- Contribute to the administration of justice generally, including procedural fairness.

Factors favouring non-disclosure (Schedule 2.2)

- Prejudice the protection of an individual's right to privacy or other right under the *Human Rights Act 2004*.

Having considered the factors identified as relevant in this matter, I consider that although the release of information contained in these documents may inform the community of the government's operations and contribute to the administration of justice generally, including procedural fairness, I find these factors are of a lower weight when taken in the context of protecting an individual's privacy.

When considering this finding against the factor favouring non-disclosure, I am satisfied the protection of an individual's right to privacy especially in regards to their business affairs and their dealings with a government agency is a significant factor and therefore I weight this factor more highly than the factors in favour of release. As a result, I have

decided this information (contacts names, email addresses and mobile phone numbers) could prejudice their right to privacy under the *Human Rights Act 2004*.

Having applied the test outlined in section 17 of the Act and deciding that release of personal information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure the intent of the Act is met and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

Pages 3, 6, 10 and 15 of the document contain information that I consider, on balance, to be contrary to the public interest to disclose under the test set out in section 17 of the Act.

Charges

Pursuant to *Freedom of Information (Fees) Determination 2017 (No 2)* processing charges are not applicable for this request as the total number of pages to be released to you is below the charging threshold of 50 pages.

Online publishing – Disclosure Log

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log after 16 February 2018. Your personal contact details will not be published.

You may view CMTEDD disclosure log at:

<https://www.cmtedd.act.gov.au/functions/foi/disclosure-log>.

Ombudsman Review

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman. If you wish to request a review of my decision you may write to the Ombudsman at:

The ACT Ombudsman

GPO Box 442

CANBERRA ACT 2601

Via email: ombudsman@ombudsman.gov.au

ACT Civil and Administrative Tribunal (ACAT) Review

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal
Level 4, 1 Moore St
GPO Box 370
Canberra City ACT 2601
Telephone: (02) 6207 1740
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or email CMTEDDFOI@act.gov.au

Yours sincerely,



Daniel Riley
Information Officer
Information Access Team
Chief Minister, Treasury and Economic Development Directorate

13 February 2018



ACT
Government

Chief Minister, Treasury and
Economic Development

FREEDOM OF INFORMATION REQUEST SCHEDULE

NAME		WHAT ARE THE PARAMETERS OF THE REQUEST			OBJECTIVE FILE NO
[REDACTED]		A copy of the Liquor licence Risk Assessment and Management Plan of The Dock, 7/81 Giles St Kingston			2018-0016

Ref No	No of pages	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-15	Risk Assessment Management Plan	Jan 2016	Partial release	Schedule 2 section 2(a)(ii)	Yes
Total No of Docs						
1						



RISK-ASSESSMENT MANAGEMENT PLAN



BIL 004

Liquor Act 2010
Liquor Regulation 2010

IMPORTANT

This form is to be used to submit a Risk-Assessment Management Plan (RAMP) for approval or amendment under the *Liquor Act 2010* (the Act). You can access the legislation and its regulation at www.legislation.act.gov.au. You may also obtain further information and forms at www.ors.act.gov.au.

PRIVACY

The *Liquor Act 2010* authorises the Commissioner for Fair Trading (the Commissioner) to collect the personal information required by this form for the purposes of assessing the RAMP for a licensed premises where liquor is consumed on the premises or a commercially permitted premises. The Commissioner prevents any unreasonable intrusion into a person's privacy in accordance with the *Privacy Act 1988* (C'wlth). The Commissioner provides identifiable information to law enforcement organisations and authorised organisations that have legal authority to request information under prescribed circumstances.

CONTACT**Office of Regulatory Services**

Office Hours

General enquiries

Fax number

Email

Website

GPO Box 158, Canberra ACT 2601

255 Canberra Avenue, Fyshwick ACT 2609

9:00am to 4:30pm Monday to Friday

(02) 6207 3000

(02) 6207 0424

ors.bil@act.gov.auwww.ors.act.gov.au**INSTRUCTIONS FOR COMPLETION**

- If applying for a general, on, club or special licence, or a commercial permit the RAMP form must be provided with the completed application form. Complete all sections.
- If amending an approved RAMP, only complete the relevant sections.
- Read the Further Information prior to completing the RAMP.
- A fee is payable only for an amendment to an approved RAMP. Separate fees for licences and permits are identified on the relevant forms. All methods of payment will be accepted at the Office of Regulatory Services (ORS) shopfront. A cheque or money order made out to the "Office of Regulatory Services" or credit card payment authority will be accepted by post. If you fax the application form and do not complete the credit card payment authority, please post a cheque or money order to the below address attached to the payment details page. A licence or permit will not be issued until payment of the fee has been received.

Return completed forms

In Person:	By Post:	Fax to*:	Email to**:
Office of Regulatory Services 255 Canberra Avenue Fyshwick ACT 2609 Hours: 9.00am – 4.30pm	Office of Regulatory Services Business and Industry Licensing GPO Box 158 Canberra, ACT 2601	(02) 6207 0424 *Only credit card payment can be accepted via fax.	ors.bil@act.gov.au **Payment can not be accepted via email. Remove and submit the signed payment details page of the application form to ORS with preferred payment method.

TRANSLATING AND INTERPRETING SERVICE

If you require further information or require advice, a language assistance service is available by phoning the Translating and Interpreting Service (TIS) on 13 14 50.

FURTHER INFORMATION ABOUT A RISK-ASSESSMENT MANAGEMENT PLAN

Risk-Assessment Management Plan (RAMP)

All applications for a licence which authorise liquor to be sold and consumed on the premises (general, on, club or special licences), or a commercial permit, require a Risk-Assessment Management Plan (RAMP) to be provided to the Commissioner for approval. The RAMP is a plan that details the procedures, practices and arrangements for conducting the business of selling liquor at the premises.

At any time the licensed or permitted premises or risks change substantially, the RAMP may be amended and submitted to the Commissioner for re-approval.

A RAMP is not required to be supplied with a renewal of a licence - provided there have been NO substantial changes to the premises, procedures or practices. If this is not the case, an amended RAMP must be submitted with the renewal application. Examples of situations that would require a RAMP to be amended could include a change in: trading hours; type of business; procedures; or staff in charge of evacuation procedures.

A RAMP is required to be submitted with each new application for a commercial permit. If an approved RAMP is suitable for multiple events, it may be re-submitted.

This pro forma is to be used to assist you in completing a RAMP for the premises. The pro forma is a guide only; any special procedures, practices, or arrangements etc put in place for other identified risks at the premises must be detailed on the pro forma on page 16.

Other risks that may be relevant to the premises include: adult entertainment, advertising, outdoor cafes/dining, under-age events, and private functions. Where applicable, these matters should be addressed in the RAMP.

Instructions for completing the RAMP are provided on page 4. You may also take into consideration *AS/NZS ISO 31000:2009 – Risk Management – Principles and Guidelines* in drafting the RAMP.

RAMP amendment fee

There is no separate fee for the submission of the RAMP. Fees applicable to the various types of licences or a commercial permit are available by contacting ORS on (02) 6207 3000.

You are also able to find out the RAMP amendment fee at this number.

Payment can be made by credit card, cheque or money order made payable to the "Office of Regulatory Services". EFTPOS and cash will be accepted only at the ORS shopfront at 255 Canberra Avenue, Fyshwick ACT 2609.

Personal information

Details of all licence and permit applications including personal information such as your name and date of birth are collected and held by ORS and specific details are made available to the public via the public register. You can ask ORS to remove or not place personal information on the public register. However, for this to occur ORS must be satisfied that the safety or well being of any person would be affected by not suppressing the information and that suppression would, on balance, be in the public interest.

You can forward reasons why your personal information should not be included on the public register to the Commissioner for Fair Trading, Office of Regulatory Services, GPO Box 158, Canberra ACT 2601.

You can also access the personal information ORS is holding about you. You can ask ORS to make appropriate amendments to ensure that the personal information is accurate, relevant, up-to-date, complete and not misleading. Contact Business and Industry Licensing, Office of Regulatory Services, GPO Box 158, Canberra ACT 2601, or on (02) 6207 0562 for assistance.



RISK ASSESSMENT MANAGEMENT PLAN



BIL 004 – PART A

Liquor Act 2010
Liquor Regulation 2010

APPLICATION TYPE		Lic No. (office use only)
<input checked="" type="checkbox"/> RAMP approval for new LICENCE application	<input type="checkbox"/> RAMP approval for new COMMERCIAL PERMIT application	
<input type="checkbox"/> Amendment to Approved RAMP	Current RAMP approval number:	
Section amended (tick all relevant)	<input type="checkbox"/> Premises	<input checked="" type="checkbox"/> Premises Safety
	<input checked="" type="checkbox"/> Security & Surveillance	<input checked="" type="checkbox"/> Responsible Service of Liquor
	<input checked="" type="checkbox"/> Community Impact	<input type="checkbox"/> Other

LICENSEE / PERMIT-HOLDER DETAILS

SURNAME / ENTITY NAME	FIRST NAME	TITLE (Mr, Ms,	
The Dock Kingston		Mr	
POSTAL ADDRESS	STATE	COUNTRY	POSTCODE
Sch 2 s2(a)(ii)	ACT	Australia	2617
DAYTIME PHONE	FAX		
02 62530390	02 62530299		
MOBILE	EMAIL ADDRESS		
Sch 2 s2(a)(ii)	Sch 2 s2(a)(ii)		
TRADING / PREMISES NAME			
The Dock			
LICENSED / PERMITTED PREMISES ADDRESS	STATE	POSTCODE	
The Dock, Unit 127/128, 81 Giles Street, Kingston	ACT	2604	
LICENCE CLASS (if applicable)			
On			

OFFICE USE ONLY			
Received via:	Received by	Date:	Time
Counter / Fax / Email / Post		/ /	: Hrs
Entered into IBS by		Date Entered into IBS	/ /

COMPLETING THE RISK-ASSESSMENT MANAGEMENT PLAN

The following parts comprise the pro forma for completing the Risk Assessment Management Plan (RAMP), required for licensed (general, on, club, or special) or commercially permitted premises. Headings have been included as a guide to what must be considered in developing the RAMP; however additional information must be detailed if further procedures, practices or arrangements will be put in place for the premises. The *Guide to Completing a Risk-Assessment Management Plan* provides further details regarding what is expected to be included in a RAMP for each premises risk category.

The following matters must be addressed in a RAMP:

1. Arrangements at the premises with respect to:
 - Type of business to be operated
 - Opening and Trading hours
 - Entry and exit of the premises – describe the procedures for access, queuing and counting patrons
2. Premises Safety
 - Fire safety
 - Lighting – describe lighting within and outside premises for security and safety purposes, including emergency exit lights
 - Occupancy loadings – describe the procedures for counting the number of people in public areas, evacuation procedures, and the staff trained in these procedures
 - Safety procedures
3. Responsible Service of Liquor
 - Description of measures taken by licensee / permit-holder to ensure responsible service of liquor (see the *Guide to completing a RAMP* for a full explanation of what is to be included)
 - Description of practices and training required for employed persons to ensure responsible service of liquor, including completion of Responsible Service of Alcohol course
 - Procedures – describe how intoxicated and disorderly patrons will be identified and dealt with
 - Types of liquor sold
 - Food and water – describe the food and free water that will be available
 - Children and young people – describe management practices to prevent, identify and deal with minors in adults-only areas
4. Security
 - Crowd controllers – how many will be employed, what procedures they will utilise in managing patrons, and their usual responsibilities
 - Surveillance equipment – describe closed circuit tv system used at or for the premises and procedures for storage and retrieval
 - Procedures – describe how intoxicated and disorderly patrons will be identified and dealt with
5. Community Impact
 - Transport – describe transport services available to patrons leaving the premises, and procedures implemented by licensee/permit-holder if transport unavailable
 - Noise – describe noise mitigation strategies to monitor and reduce noise levels, prevent impacts on surrounding areas, and processes for dealing with complaints
 - Surrounding areas - describe procedures to maintain the amenity of surrounding areas, specifically; schools, places of worship, hospitals and residential areas. e.g. litter, noise, parking, leaving patrons at closing time, generators, and empty kegs
 - Describe the liquor accords to which the licensee/permit-holder is a party to

Fill in the shaded fields with the relevant information and insert the proposed risk management procedures and practices in sufficient detail for the Commissioner to be satisfied that the plan meets the harm minimisation and community safety principles of the *Liquor Act 2010*.

PREMISES INFORMATION

This is the Risk-Assessment Management Plan for Unit 127/128, 81 Giles Street, Kingston ACT 2604 operating as an on licence, pub/restaurant under the name of *The Dock*. The licensee for the premises is The Dock Kingston.

It is proposed that the premises will be open to the public at the following times:

DAY/S	FROM	TO	FROM	TO	FROM	TO
MONDAY	10am	11pm				
TUESDAY	10am	11pm				
WEDNESDAY	10am	12am				
THURSDAY	10am	12am				
FRIDAY	8am	12am				
SATURDAY	8am	12am				
SUNDAY	8am	12am				

During the above times, the proposed trading hours for the sale of liquor are:

DAY/S	FROM	TO	FROM	TO	FROM	TO
MONDAY	10am	11pm				
TUESDAY	10am	11pm				
WEDNESDAY	10am	12am				
THURSDAY	10am	12am				
FRIDAY	8am	12am				
SATURDAY	8am	12am				
SUNDAY	8am	12am				

Are there any Designated Outdoor Smoking Areas? If No, go to the next section.
If Yes, complete the following information.

 No

 Yes

There are [number] Designated Outdoor Smoking Areas, located at [location/s].
These areas will be managed in accordance with relevant smoking laws by:

PREMISES SAFETY

There are a total of 2 exits to the premises. The entry and exit of patrons will be counted, monitored and managed in the following manner to ensure the occupancy loading is maintained:

The times when possible maximum occupancy occurs will be predictable and well prepared for by only allowing patrons to enter through one entry and using counters on this door. The Security guard that monitors the other exit convey to the door via walkie talkie any patrons leaving not via the entry and exit door.

Crowd numbers in the outdoor areas are controlled by having appropriate seating for the capacity. When all seating is exhausted the capacity of the area is full and security and staff located on the exit only allow patrons into the area on a one in one out basis.

In the event of an evacuation, people will be moved from each public area in the following manner:

Staff and security will direct patrons in an orderly fashion toward the two exits. Patrons will be instructed to congregate on the paved area on the corner of Eastlake Parade and Giles Street for counting and dispersal. Once all patrons are evacuated, staff will exit via side entrance and assemble to be counted before Manager on Duty and Supervisors conduct a final and thorough sweep of the entire premises.

The following staff members (name or position) have documented training in the implementation of the above entry and evacuation procedures. Their roles, including when other staff are absent, are:

Sch 2 s2(a)(ii) - Managers

Sch 2 s2(a)(ii) – Security Supervisor

Sch 2 s2(a)(ii) - Security Supervisor

The emergency exits of the premises will remain unimpeded at all times. This will be ensured by:

Sch 2 s2(a)(ii) or Manager on Duty.

All staff will be informed of this procedure and will be required to sign off on this during staff induction.

The following general and fire safety procedures are in place for the premises:

Fire extinguishers and hose reels easily accessible and well marked. Sprinkler system regularly maintained and tested by Chubb Fire and The Body Corporate. Management, supervisors and security all briefed in how to react to an alarm and conduct a safe evacuation.

Taking into consideration employee and patron safety, during opening hours the interior of the premises will be lit by*:

Overhead combination of florescent and down lights. Due to the open nature of the building, natural light provides good lighting during daytime operations. The venue has all required emergency lighting in place.

* Note: Lighting must be in accordance with *AS/NZS 1680.0:2009*

Taking into consideration employee, patron and community safety and security, the exterior of the premises will be lit by*:

Florescent lighting around the exterior of the building maintained by The Body Corporate and External Lamp Lighting provided by TAMS

* Note: Lighting must be in accordance with *AS/NZS 1680.0:2009*

RESPONSIBLE SERVICE OF LIQUOR

The following kinds of liquor will be sold at The Dock (*e.g. wine, spirits, RTD wine or spirits, low-strength beer*).

• Draught beer (heavy, mid, light)	• Spirits	•
• Wine (by bottle and glass)	• Liquors	•
• Package beer	• Ciders	•
• RTDs	• Mixed cocktails	•

The Dock Kingston will ensure the responsible service of liquor at The Dock by doing the following:

Ensuring all staff have up to date Responsible Service of Alcohol certificates as dictated by the Liquor Act.

Photocopies of these will be stored in the office and checked monthly to ensure that they are current.

The Dock has a fully operational kitchen and provides food for patrons at all times of alcohol service.

The Dock provides and encourages patrons to drink free water available on request at all times.

The Dock employees trained and qualified security staff through a contracted provider to supervise drinker's at all busy times of service.

The Dock does not encourage irresponsible drinking behaviours by discounting drinks for extended periods of time. The Dock is aware of the maximum 2 hour discounted time period within a trading day and will adhere to this.

The Dock will keep an Incident Register and an RSA diary. Staff are encouraged to read the RSA diary regularly and to make entries as required. Regular staff meetings will be held and RSA will feature as a topic at each meeting.

The Dock Kingston will ensure employees provide for the responsible service of liquor at The Dock by doing the following:

Training and advising staff on how to identify and deal with intoxicated patrons.

Having managers on duty at all times to assist with this identification and take the primary role in removing intoxicated patrons.

Making employees aware of their personal responsibilities and the penalties involved when they break responsible service laws within the Liquor Act.

Always supporting staff decisions relating to responsible service of alcohol.

Closely monitoring staff service practices and reprimanding them for breaching The Dock standards of responsible service of alcohol.

Encouraging staff to ask patrons for identification at all times of service, even when security is present.

Teaching staff how to recognise signs of intoxication. These include slurred speech, loss of balance, loudness, aggressiveness, clumsiness, inappropriate language etc.

Making all staff aware for the need of an RSA certificate before commencing work at The Dock, and maintain a register of valid RSA certificates, noting their date to ensure that they are renewed before expiration.

Staff will be required to sign off on this after staff induction.

All persons* employed to work at The Dock by The Dock Kingston will be required to undertake an ACT-approved Responsible Service of Alcohol training course prior to commencing employment. This will be ensured by doing the following:

Allowing staff to commence employment only after a copy of their RSA certificate has been received and filed.

Management, specifically HR, will be responsible for keeping and maintaining a register of RSA certificates of all staff members. This will include copies of the certificates to be left on premises and a dated log to show when certificates expire.

* Note – Only persons employed to supply liquor at the licensed/permited premises and crowd controllers are required by the Act to hold a RSA certificate.

Has the Commissioner determined any adults-only areas for the premises? If No , go to “drinking water”. If Yes , complete the details below.	X <input type="checkbox"/> No	Yes
<p>Children and young people are not to be within a designated adults-only area except in accordance with the <i>Liquor Act 2010</i>. This will be ensured by:</p> <p>Patrons will be made aware of the rules of “designated adult’s only areas” as indicated by legislated signage at entry points and visible at the bar.</p> <p>All staff on duty will be required to enforce the adults only areas by informing patrons with children that they are required to be accompanied at all times while on the premises. Patrons refusing to obey these laws will be refused service and asked to leave.</p> <p>All staff are required to sign off an understanding of the designated adults only area procedure during staff induction and a record of this will be kept on premises.</p>		
<p>If children and/or young people are identified in a designated adults-only area in contravention of the <i>Liquor Act 2010</i> they will be dealt with and removed from the adults-only areas in the following manner:</p> <p>Underage and unsupervised children will be removed from the licensed premises by security or a manager on duty. This will be done by a verbal request for them to leave the area, or in the case of children, the request placed upon their parent. If they refuse to comply the police will be called, where necessary force is not applicable.</p>		
<p>Free drinking water will be dispensed at the following locations by the following means:</p> <p>At the bar by request of bottle, jug or glass</p>		
<p>The following types of food will be available for purchase from the premises:</p> <p>The Dock has a full kitchen that is opened from 11am-3pm for lunch and 6pm-9pm for dinner. There is an extensive menu that covers snacks, salads, pizzas, main meals and desserts everyday during the aforementioned times.</p>		
<p>Outside of normal meal hours, the following types of food in sufficient quantity and quality to meet demand will be available for purchase from the premises. The food will be provided/prepared/delivered by the following means:</p> <p>Outside restaurant operating hours, The Dock will also run an extensive all day menu in which a variety of meals and snacks will be available in between and after the set lunch and dinner service times.</p> <p>The promotion of food is a major part of the business.</p> <p>All food sold at The Dock is prepared by our kitchen staff on premises.</p>		

SECURITY & SURVEILLANCE

The following surveillance and monitoring equipment / devices / methods will be used at The Dock. They can be accessed by the listed people/employees in the following situations:

CCTV is operating 24hrs with 6 cameras covering the bars and all exits. All footage is automatically stored on internal hard drives and can be accessed at any time by **Sch 2 s2(a)(ii)** and **Sch 2 s2(a)(ii)**. There is easy functionality to record the format onto DVD to provide footage if requested. The corridor to the toilet facilities is also covered by our CCTV and monitored from inside the premises. The outdoor area is also covered by CCTV cameras

These records will be stored and made available to the Commissioner, Investigators or Police in the following manner:

The CCTV hard drives record a continuous loop of 14 days. Any organisation wishing to access can do so by contacting the premises and requesting a time interval to be recorded or by organising a meeting with either **Sch 2 s2(a)**.

Will there be crowd controllers or security staff employed at the premises?

If No, go to "intoxicated people". If Yes, please complete details below.

No

Yes

There will be max six crowd controllers employed at The Dock. The Dock will ensure that all security staff have a current security licence and copies of these will be kept on site with RSA certificates.

Their responsibilities will be to:

Security employee's responsibilities include; Checking identification to ensure all patrons are of legal drinking age. Enforcing all aspects of responsible service of alcohol including identifying and removal of intoxicated and disorderly patrons. Maintaining occupancy loading levels. Protecting the safety of staff and patrons of The Dock. Ensuring that The Dock is a completely smoke free environment. Monitoring the behaviour of all patrons and communicating any issues with staff and management. Enforcing dress regulations and excluding patrons that are intoxicated before entering the premises. Removing patrons who are intoxicated as directed by staff and management.

Crowd controllers will be employed on the premises during the following times:

Friday from 9pm till close (12am)

Saturday from 9pm till close (12am)

OR AS REQUIRED

Additional events such as Melbourne Cup, ANZAC day and other times when The Dock will be busy.

Intoxicated people will be identified and dealt with by the following means:

Intoxication of patrons is monitored by bar staff, floor staff, security and management. Having good communication between these groups is the responsibility of the manager on duty and the exclusion and removal of intoxicated patrons is generally handled by our security team. In the event that a patron is intoxicated and needs to be cut off and removed it is the usual process that bar and floor staff alert management and security of the problem who then direct the patron to leave. People identified as too intoxicated to drink will never be allowed to remain on the premises. If an intoxicated patron refuses to leave upon request trained security staff will use reasonable force to remove the patron. If the patron continues to be difficult and refuses to move on from the area, local police will be called.

Signs of Intoxication include (but are not limited to);

Slurred speech, loss of balance, loudness, aggressiveness, clumsiness, foul language.

Intoxication will be assessed on a case by case basis under a general rule of intoxication is when a patron becomes a danger or annoyance to themselves or others.

Disorderly people will be identified and dealt with by the following means:

Disorderly people who have been identified by staff and security will generally be given warning to control their behaviour when appropriate before they are asked to leave if poor behaviour continues. If this behaviour continues management or security will ask the patrons to leave. If a disorderly patron refuses to leave upon request trained security staff will use reasonable force to remove the patron. If the patron continues to be difficult and refuses to move on from the area, local police will be called.

Violence of any kind is not tolerated at The Dock and will result in an instant 6 month or longer ban, regardless of circumstance.

A disorderly patron is someone who poses an annoyance to staff or other patrons. This may include, but is not limited to, yelling and talking loudly, breaking furniture and glasses, spilling drinks and making mess, swearing, bumping into objects and others, aggressiveness, refusal to comply with staff direction.

COMMUNITY IMPACT

The transport options available for The Dock patrons leaving the premises are:

Taxi and Buses

The location of the nearest public transport from The Dock is located at:

Eyre Street Bus Station approx. 400m from The Dock.

Kingston Railway Bus Station approx. 1km from The Dock.

The Dock has the following arrangements available to assist patrons to access transport upon leaving the premises:

The Dock will be a registered pick-up point with Canberra Elite Taxis prior to opening day. The Dock will always be obliging in calling cabs for patrons on request.

Noise produced by patrons outside The Dock, including in outdoor dining areas and leaving the premises, will be monitored and mitigated by doing the following:

Patron noise leaving is assisted by having security and staff monitor the outdoor area at closing time and ensuring taxi's are available to aid patrons leaving quickly.

Note – Noise standards for different noise zones are dealt with in the Environment Protection Regulation 2005

Will there be amplified entertainment provided at the premises?

No

Yes

If No, go to "amenity". If Yes, please provide details below.

Noise produced by entertainment at The Dock will be monitored and mitigated by doing the following:

Reduced amplification of outdoor speakers and directional speakers will be used inside.

It is the responsibility of the Manager on duty to monitor noise levels and deal with any complaints from nearby businesses and residents.

Our speaker system both internally and externally will be set to comply with the decibel levels for the area at the specific times of day. We are putting minimum speakers outside. We have four small speakers covering the outdoor area which will have a capacity of approximately 150 people (based on square metres). Two of these will be turned off at 10pm or earlier to comply with the drop in noise for the area.

The Kingston Foreshore is in Zone F 'Mixed Use'.

Our noise limits are:

7am-10pm 55 Decibels

10pm-7am 45 Decibels

We will have a decibel meter device on site as a further safety guard to continually check our levels from neighbouring boundaries of businesses and residents.

Note – Noise standards for different noise zones are dealt with in the Environment Protection Regulation 2005

The impact of The Dock on the amenity of the surrounding areas will be mitigated by doing the following:

The Dock is responsible for the majority of the cleaning of the paved area outside our outdoor area. This includes regular sweeping and rubbish removal even though it is a TAMS area. In addition to regular cleaning The Dock also employs the use of an industrial high pressure cleaner at least once every 12 months to remove stains and other marks in and around the area. Placing rubbish bins at the exits of the building also reduces littering in the area.

Are there any places of worship, schools, residential areas or hospitals nearby?

No

Yes

If **No**, go to “liquor accords”, if **Yes**, please provide details below:

The Dock is located on The Kingston Foreshore in close proximity to residential areas and buildings.

The impact on the amenity of these locations will be mitigated by doing the following:

The Dock upholds strict RSA practices. Promotions will be considered carefully in relation to any impact they could have on residential areas. Any higher risk events will not be considered or run. The Dock will not accept any 18th Birthday bookings.

Live music will be limited to a solo or duo acoustic act and will feature over a dinner time slot or in the day.

We have spoken in detail with musicians we have worked with in the past and it is possible to set the speaker to 55 decibels. We would isolate speakers during the performance time. Outside speakers would comply with the levels or be turned off altogether.

The proposed times would potentially change according to the demands and needs of the business and the community. Initially we would propose the times of:

Sunday 1-4pm

Friday and Saturday 5-8pm

The noise is measured from the point of complaint or the boundary of complaint. We are confident that with close management we will comply with the noise restrictions. The Dock owners and operators will be joining the Kingston Foreshore Business and Community Council. We will actively attend all meetings so that we can build relationships with our neighbouring businesses and residents and open communication between all as much as possible so that if there is any problems we can be immediately active in resolving any issues.

The Dock is a party to the following described liquor accords:

There are no liquor accords in the ACT, but The Dock would be happy to participate if this changes.

The Dock will join The Australian Hotels Association as a means to be connected with relevant and trending industry information.

OTHER PROCEDURES, PRACTICES AND ARRANGEMENTS

Other relevant information for staff and crowd controllers in relation to other identified risks, and the procedures, practices and arrangements at [*trading name*] to ensure harm is minimised and that community safety is maintained.



RISK ASSESSMENT MANAGEMENT PLAN AMENDMENT – PAYMENT DETAILS



APPLICANT DETAILS This page is to be completed and attached if payment is not provided with the submitted application form.

Name/Corporation: The Dock Kingston

Provide a mailing address for the tax invoice:

Sch 2 s2(a)(ii)

FEE QUERIES

For queries regarding the relevant fees, please contact ORS Business and Industry Licensing during business hours quoting 'RAMP amendment fee'.

Office of Regulatory Services
255 Canberra Avenue,
FYSHWICK, ACT 2609

Telephone: (02) 6207 0562

Email: ors.bil@act.gov.au

The fee for this application is \$.00 (GST exempt)

The JACS ABN is: 41 562 230 918

SUBMISSION DETAILS

Option 1: In Person

Office of Regulatory Services
255 Canberra Avenue
FYSHWICK ACT 2609

Option 2: Mail

Office of Regulatory Services
Business and Industry
Licensing
GPO Box 158
CANBERRA CITY ACT 2601

Option 3: Fax*

(02) 6207 0424
Only credit card
payment can be
accepted via fax.

Option 4: Email*

ors.bil@act.gov.au
Payment can not be accepted via
email. Remove and submit this page
for payment through Option 1, 2 or 3.
Submit remainder of application form
via email.

CREDIT CARD PAYMENT AUTHORITY

Please charge payment of the application fee to my:

VISA card

MasterCard

Credit Card Number

□ □

Expiry date

□ □ / □ □

CARD HOLDER'S AUTHORISATION: I consent to the Office of Regulatory Services debiting the following amount from my credit card to the value of \$ □, □ □ □ .00

Card holder's full name

Card holder's signature

Date

/ /